

1                                   **BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION**  
2                                   **COMMISSION STAFF DIRECT TESTIMONY OF ANGELA L. CALHOUN**

3                                   **DOCKET NO. 20250011-EI**

4                                   **June 17, 2025**

5   **Q.     Please state your name and address.**

6   A.     My name is Angela L. Calhoun. My address is 2540 Shumard Oak Boulevard;  
7           Tallahassee, Florida 32399-0850.

8   **Q.     By whom are you employed and in what capacity?**

9   A.     I am employed by the Florida Public Service Commission (FPSC or Commission) as  
10          Chief of the Bureau of Consumer Assistance in the Office of Consumer Assistance &  
11          Outreach.

12 **Q.     Please give a brief description of your educational background and professional**  
13 **experience.**

14 A.     I graduated from Florida State University in 1993 with a Bachelor of Arts degree. I  
15          have worked for the Commission for more than 24 years, and I have experience in  
16          consumer complaints and consumer outreach. I work in the Bureau of Consumer  
17          Assistance within the Office of Consumer Assistance & Outreach where I manage  
18          consumer complaints and inquiries.

19 **Q.     What is the function of the Bureau of Consumer Assistance?**

20 A.     The Bureau's function is to resolve disputes between regulated companies and their  
21          customers as quickly, effectively, and inexpensively as possible.

22 **Q.     Do all consumers that have a dispute with their regulated company contact the**  
23 **Bureau of Consumer Assistance?**

24 A.     No. Consumers may initially file their complaint with the regulated company and reach  
25          a resolution without the Bureau's intervention. In fact, consumers are encouraged to

1 allow the regulated company the opportunity to resolve the dispute prior to any  
2 Commission involvement.

3 **Q. What is the purpose of your testimony?**

4 A. The purpose of my testimony is to discuss/outline the number of consumer complaints  
5 logged with the Commission against Florida Power & Light (FP&L) and Gulf Power  
6 Company (Gulf Power) under Rule 25-22. 032, Florida Administrative Code (F.A.C.),  
7 Consumer Complaints, from June 16, 2021 to May 16, 2025. My testimony will also  
8 provide information on the type of complaints logged and those complaints that appear  
9 to be rule violations.

10 **Q. What do your records indicate concerning the number of complaints filed for  
11 FP&L and Gulf Power?**

12 A. From June 16, 2021 to May 16, 2025, the Commission logged 26,724 complaints  
13 against FP&L and Gulf Power. Of those, 20,754 were transferred to the company for  
14 resolution via Commission's Transfer-Connect (Warm-Transfer) System.

15 **Q. What have been the most common types of complaints logged against FP&L and  
16 Gulf Power during the period of June 16, 2021 to May 16, 2025?**

17 A. During the specified time period, approximately Fifty-four percent (54%) of the  
18 complaints logged with the Commission concerned billing issues, while approximately  
19 Forty-six percent (46%) of the complaints involved quality of service issues.

20 **Q. Do you have any exhibits attached to your testimony?**

21 A. Yes. I am sponsoring ALC-1 and ALC-2, which are summaries of consumer  
22 complaints logged with the Commission against FP&L and Gulf Power under Rule 25-  
23 22.032, F.A.C. The complaints listed were received between June 16, 2021 to May 16,  
24 2025, and were captured in the Commission's Consumer Activity Tracking System  
25 (CATS). Exhibit ALC-1 lists a summary of quality of service complaints, and Exhibit

1 ALC-2 lists a summary of billing complaints. Both exhibits group the complaints by  
2 Close Type.

3 **Q. What is a Close Type and/or Close Code?**

4 A. A Close Code is an internal categorization code. It is assigned to each complaint once  
5 staff completes its investigation, and a proposed resolution is provided to the  
6 consumer. A Close Type is a brief description of the Close Code.

7 **Q. Do you have any additional exhibits?**

8 A. Yes. Exhibit ALC-3 is a summary of complaints resolved as Close Type GI-02,  
9 Courtesy Call/Warm Transfer.

10 **Q. Can you explain Close Type GI-02?**

11 A. Yes. FP&L and Gulf Power participate in the Commission's Transfer-Connect (Warm-  
12 Transfer) System. This system allows the Commission to directly transfer a customer  
13 to the company's customer service personnel. Once the call is transferred to FP&L and  
14 Gulf Power, the Company provides the customer with a proposed resolution.  
15 Customers who are not satisfied with the company's proposed resolution have the  
16 option of re-contacting the Commission. While the Commission is able to categorize  
17 each of the complaints in the GI-02 category, a specific Close Type is not assigned  
18 because the proposed resolution is provided by the company. Consequently, the GI-02  
19 Close Type only allows staff to monitor the number of complaints resolved via the  
20 Commission's Transfer-Connect System.

21 **Q. How were most FP&L and Gulf Power complaints received during the June 16,  
22 2021 to May 16, 2025 resolved or closed?**

23 A. Exhibits ALC-1 and ALC-2 indicate that Commission staff closed the majority of the  
24 logged complaints as GI-72/72 Hour Close Outs.

25 **Q. Can you explain the Close Type GI-72?**

1 A. Yes. FPL and Gulf Power participate in the Commission's Transfer-Connect (Warm  
2 Transfer) System. One of the benefits of a utility participating in the Warm Transfer  
3 System is that any complaint can be resolved within 72 hours as long as the customer  
4 is satisfied with the proposed resolution. If the customer accepts the company's  
5 resolution to the complaint, the complaint will not be reported in the number of  
6 complaints shown for that company in the PSC's Consumer Activity Report, which is  
7 published on the PSC's website. However, all of the information is retained for the  
8 PSC to perform its regulatory obligations.

9 **Q. How many complaints logged against FP&L and Gulf Power were resolved within**  
10 **72 hours?**

11 A. FP&L and Gulf Power resolved 5,106 complaints within 72 hours.

12 **Q. How many of the complaints summarized on your exhibit has staff determined**  
13 **may be a violation of Commission rules for FP&L and Gulf Power?**

14 A. Staff determined that, of the 26,724 complaints logged against FP&L during the period  
15 of June 16, 2021 to May 16, 2025, there were 17 service quality complaints and 6  
16 billing complaints that appear to demonstrate a violation of Commission Rules.

17 **Q. What was the nature of the apparent rule violations?**

18 A. The apparent rule violations were related to billing errors, disconnections, and delay in  
19 restoring service.

20 **Q. Does that conclude your testimony?**

21 A. Yes.

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# Exhibits

**FP&L Service Complaints by Close Type**

<b>Close Code</b>	<b>Close Type</b>	<b>SB Type</b>	<b>Number</b>
ES-05	OUTAGE/DELAY IN RESTORING SERVICE	S	1
ES-14	SERVICE IMPROPERLY DISCONNECTED	S	3
ES-27	FAILURE TO PROVIDE FULL & ACCURATE REPORT	S	1
ES-49	FAILURE TO RESPOND TO COMMISSION INQUIRY IN 15 DAYS	S	1
GI-05	HIGH BILL	S	5
GI-08	RULES & TARIFFS	S	7
GI-11	REPAIR SERVICE	S	22
GI-15	OUTAGES (ALL INDUSTRIES)	S	71
GI-17	SAFETY ISSUES	S	19
GI-18	TREE TRIMMING	S	1
GI-25	IMPROPER BILLING (ADDED 7/03)	S	6
GI-28	IMPROPER DISCONNECT (ADDED 7/03)	S	29
GI-29	DELAY IN CONNECTION (ADDED 7/03)	S	25
GI-30	QUALITY OF SERVICE (ADDED 7/03)	S	37
GI-31	ESTIMATED METER READINGS (ADDED 7/03)	S	1
GI-32	PROCESS REVIEW CASE	S	2
GI-35	STREET LIGHT REPAIR/OUTAGES	S	1
GI-72	72 HOUR CLOSE OUTS	S	3053
GI-99	OTHER	S	1
NJ-04	DAMAGE CLAIM	S	3
NJ-99	OTHER	S	1
	OPEN/PENDING CLOSURE	S	9
		<b>Subtotal</b>	<b>3299</b>

**Gulf Power Service Complaints by Close Type**

<b>Close Code</b>	<b>Close Type</b>	<b>SB Type</b>	<b>Number</b>
GI-72	72 HOUR CLOSE OUTS	S	17
		<b>Subtotal</b>	<b>17</b>

**FP&L and Gulf Power Service Complaint Total: 3316**

**FP&L Billing Complaints by Close Type**

<b>Close Code</b>	<b>Close Type</b>	<b>SB Type</b>	<b>Number</b>
EB-01	IMPROPER RATES APPLIED	B	1
EB-04	NOT RECEIVING MONTHLY BILLS	B	5
EB-08	PAYMENT NOT POSTED	B	1
EB-12	INACCURATE METER READINGS	B	2
EB-24	BILLING WRONG CUSTOMER	B	2
EB-27	Failure to provide full & accurate report	B	5
EB-28	Improper billing statement - Rule 25-6.100 (2)	B	1
GI-05	HIGH BILL	B	206
GI-06	CURRENT DIVERSION	B	2
GI-08	RULES & TARIFFS	B	6
GI-11	REPAIR SERVICE	B	2
GI-15	OUTAGES (ALL INDUSTRIES)	B	1
GI-25	IMPROPER BILLING (ADDED 7/03)	B	341
GI-28	IMPROPER DISCONNECT (ADDED 7/03)	B	1
GI-29	DELAY IN CONNECTION (ADDED 7/03)	B	1
GI-31	ESTIMATED METER READINGS (ADDED 7/03)	B	1
GI-32	PROCESS REVIEW CASE	B	7
GI-36	NET METERING	B	1
GI-72	72 HOUR CLOSE OUTS	B	2019
NJ-99	OTHER	B	2
PR-03	DEPOSITS	B	15
PR-24	FUEL ADJUSTMENT CHARGE	B	1
PR-69	ELECTRIC DOCKETS	B	5
	Open/Pending Closure	B	5
		<b>Subtotal</b>	<b>2633</b>

**Gulf Power Billing Complaints by Close Type**

<b>Close Code</b>	<b>Close Type</b>	<b>SB Type</b>	<b>Number</b>
GI-25	IMPROPER BILLING (ADDED 7/03)	B	4
GI-72	72 HOUR CLOSE OUTS	B	17
		<b>Subtotal</b>	<b>21</b>

**FP&L and Gulf Power Billing Complaint Total: 2654**

**FP&L Close Type GI-02, Courtesy Call/Warm Transfer**

<b>Close Code</b>	<b>Close Type</b>	<b>Issue</b>	<b>Totals for Issue</b>
GI-02	COURTESY CALL/WARM TRANSFER	DELAY IN CONNECTION	995
GI-02	COURTESY CALL/WARM TRANSFER	DEPOSIT	573
GI-02	COURTESY CALL/WARM TRANSFER	IMPROPER BILLS	3359
GI-02	COURTESY CALL/WARM TRANSFER	IMPROPER DISCONNECTS	487
GI-02	COURTESY CALL/WARM TRANSFER	OUTAGES	936
GI-02	COURTESY CALL/WARM TRANSFER	PAYMENT ARRANGEMENT	7581
GI-02	COURTESY CALL/WARM TRANSFER	QUALITY OF SERVICE	5166
GI-02	COURTESY CALL/WARM TRANSFER	REPAIR	904
GI-02	COURTESY CALL/WARM TRANSFER	SAFETY ISSUE	461
<b>Total Courtesy Call/Warm Transfer:</b>			<b>20,462</b>

**Gulf Power Close Type GI-02, Courtesy Call/Warm Transfer**

<b>Close Code</b>	<b>Close Type</b>	<b>Issue</b>	<b>Totals for Issue</b>
GI-02	COURTESY CALL/WARM TRANSFER	DELAY IN CONNECTION	8
GI-02	COURTESY CALL/WARM TRANSFER	DEPOSIT	5
GI-02	COURTESY CALL/WARM TRANSFER	IMPROPER BILLS	27
GI-02	COURTESY CALL/WARM TRANSFER	IMPROPER DISCONNECTS	14
GI-02	COURTESY CALL/WARM TRANSFER	OUTAGES	3
GI-02	COURTESY CALL/WARM TRANSFER	PAYMENT ARRANGEMENT	150
GI-02	COURTESY CALL/WARM TRANSFER	QUALITY OF SERVICE	79
GI-02	COURTESY CALL/WARM TRANSFER	REPAIR	4
GI-02	COURTESY CALL/WARM TRANSFER	SAFETY ISSUE	2
<b>Total Courtesy Call/Warm Transfer:</b>			<b>292</b>

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition for rate increase by Florida  
Power & Light Company.

DOCKET NO. 20250011-EI

DATED: JUNE 17, 2025

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of STAFF'S DIRECT TESTIMONY  
OF ANGELA L. CALHOUN has been served by electronic mail to the following this 17th day  
of June, 2025:

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*/s/ Shaw Stiller*

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